

COMPLAINTS HANDLING PROCEDURES

AGENCY POLICY

Leading Property Group has zero tolerance for an Agent's failure to comply with the Property and Stock Agents Act, Property and Stock Agents Regulation and other laws relevant to the conduct of Business and, as such, all complaints are addressed actively and in compliance with relevant legislation, including privacy laws.

The Licensee in charge has exclusive carriage of the investigation and resolution of all complaints.

Leading Property Group classifies complaints as follows:

- **Feedback.** This type of complaint is treated as input for the Agency's program of continuous improvement.
- **Financial.** Complaints of inappropriate and/or illegal behaviour in relation to a financial matter are treated most seriously by the Agency and will be actioned as a matter of utmost priority. These complaints must be reported to the Licensee in charge as soon as possible and the Licensee in charge will undertake an investigation and supervise their resolution of the complaint directly.
- **Non-financial.** Allegations of inappropriate and/or illegal behaviour in relation to a non-financial matter are treated seriously by the Agency and will be actioned as soon as practicable.

Complainant's are requested to lodge complaints in writing, setting out matters particular and what they view as an appropriate resolution.

Leading Property Group will acknowledge each complaint immediately and undertake to respond to the complaint in writing within five business days. In responding to the complaint, the Agency will specifically address each item set out in the complaint.

All complaints will remain open until resolved or until all efforts to resolve the complaint have been exhausted.

Any complaints are to be emailed to the Licensee in charge,
lucinda@leadingproperty.com.au